



Centers for Medicare & Medicaid Services

CMS.gov Enterprise Portal Quick Reference Guide (QRG) for New Users Completing Remote Identity Proofing (RIDP) and Multi-Factor Authentication (MFA)

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1. Introduction

This guide provides step-by-step instructions on how to request a role to access <**Your application name**> using an existing CMS.gov Enterprise Portal account.

Note: If you already have an active CMS.gov Enterprise Portal account with a <**Your Application name**> role or have been thorough Remote Identity Proofing (RIDP), refer to the document 'EIDM Quick Reference Guide - Existing Users Adding MFA to Their Existing Application Role'.


2. RIDP and Multi-Factor Authentication (MFA)

Depending on the application role that you request, the system might redirect you for identity proofing. You might also be required to register for MFA for added security. Listed below are a few points to keep in mind prior to going through the RIDP process:

1. You will be required to provide personal information such as Name, Date of Birth, Address, etc. exactly as recorded on either your driver's license or any Government ID.
2. As part of RIDP, the system will require answers to questions related to your personal and financial information. Please have your personal and credit information handy prior to attempting RIDP.
3. Depending on the MFA option you choose to register, you may need access to download/install software on your computer/phone (your phone device should be able to receive Short Message Service (SMS)) and you should have a valid email address.

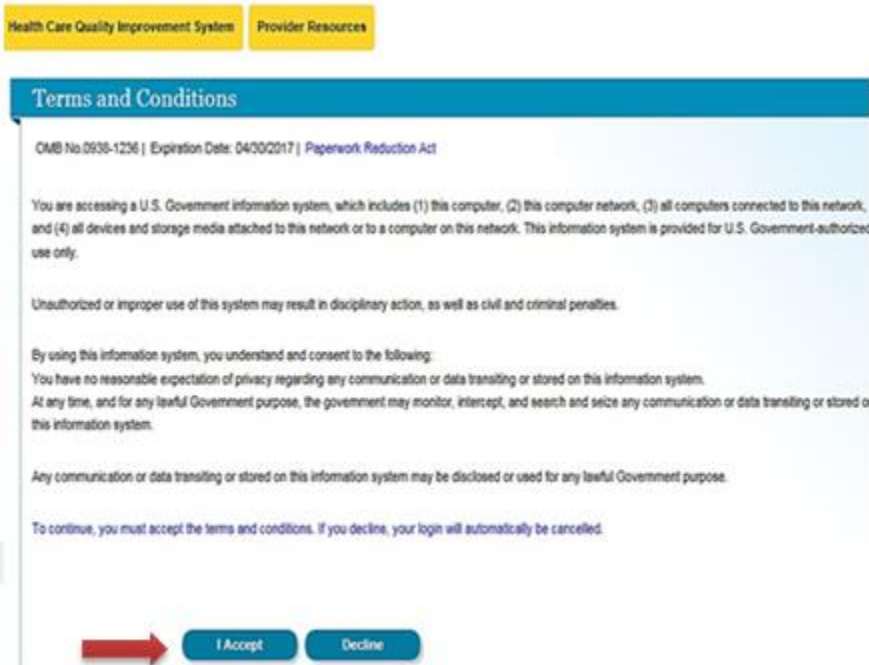
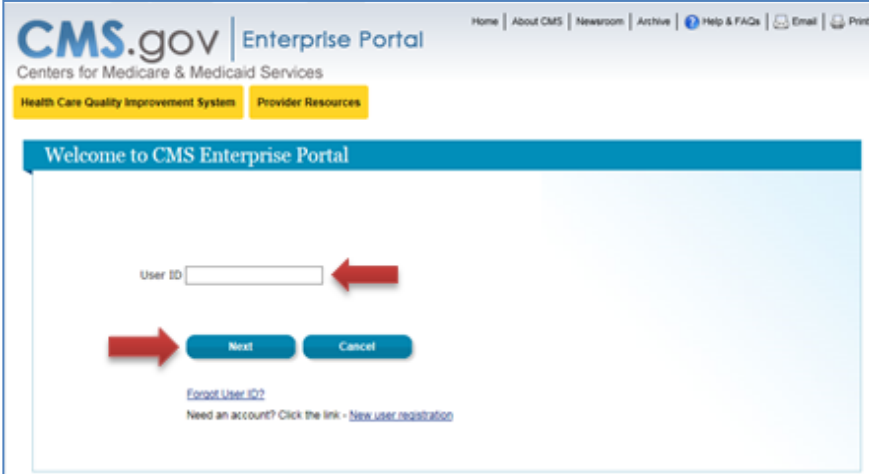
3. Step-by-Step Instructions for Role Request

Please follow each step listed below for requesting an application role.

Steps	Screenshots
<p>1. Go to https://portal.cms.gov/ and select Login to CMS Secure Portal on the CMS Enterprise Portal.</p> <p>Note: The CMS Enterprise Portal supports the following internet browsers:</p> <ul style="list-style-type: none">• Internet Explorer 8, 9, 10, and 11• Mozilla-Firefox• Chrome• Safari	

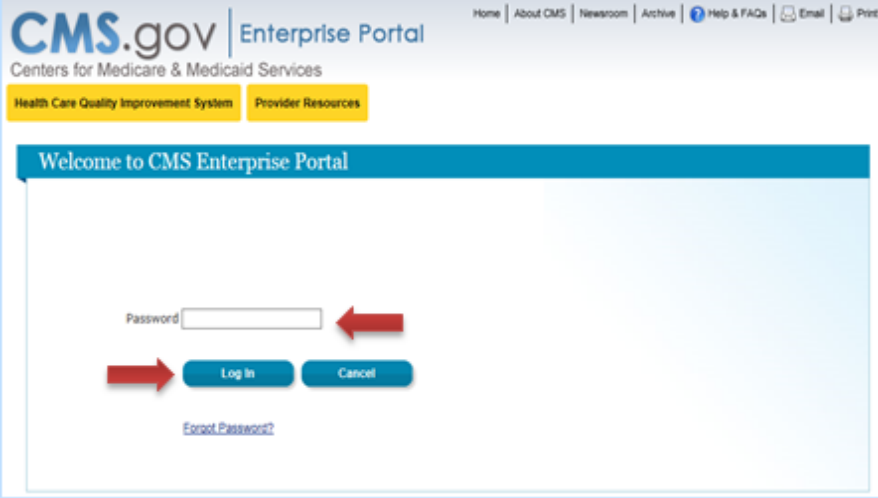

If you have questions or need assistance regarding RIDP/MFA, please contact your Application Help Desk.

CMS.gov Enterprise Portal Quick Reference Guide (QRG) for New Users Completing Remote Identity Proofing (RIDP) and Multi-Factor Authentication (MFA)

Steps	Screenshots
2. Read the <i>Terms and Conditions</i> and select I Accept to continue.	
3. Enter your <i>User ID</i> and select Next .	

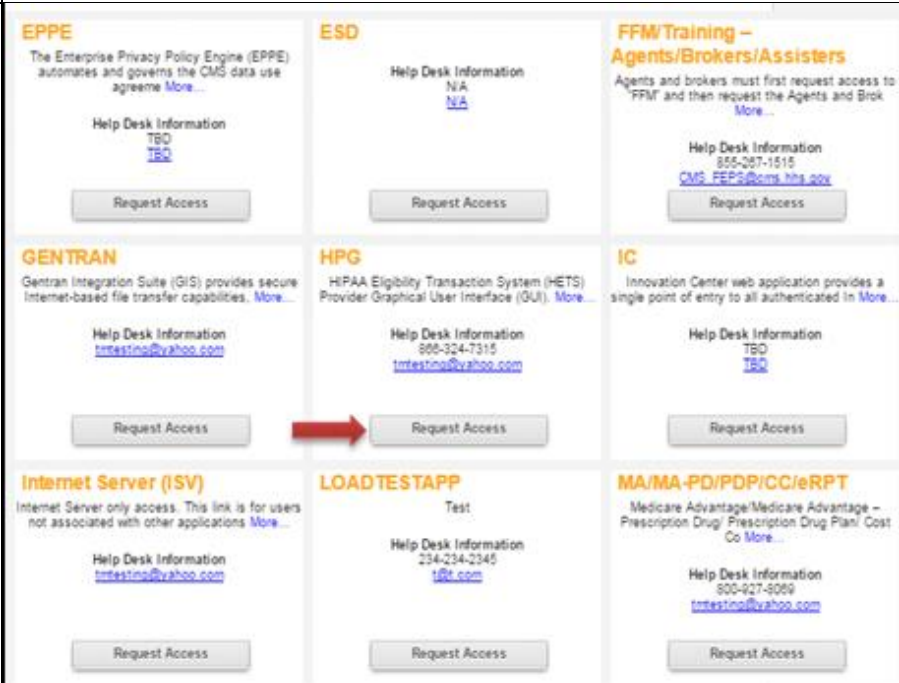

If you have questions or need assistance regarding RIDP/MFA, please contact your Application Help Desk.

CMS.gov Enterprise Portal Quick Reference Guide (QRG) for New Users Completing Remote Identity Proofing (RIDP) and Multi-Factor Authentication (MFA)

Steps	Screenshots
<p>4. Enter your Password and select Log In.</p>	
<p>5. Select Request Access Now under Request Access to begin the process of requesting a new user role.</p> <p>Note: You may also select your username at the top right corner and then select My Access from the drop-down menu to begin the process of requesting a new user role.</p>	

If you have questions or need assistance regarding RIDP/MFA, please contact your Application Help Desk.

CMS.gov Enterprise Portal Quick Reference Guide (QRG) for New Users Completing Remote Identity Proofing (RIDP) and Multi-Factor Authentication (MFA)

Steps	Screenshots
<p>6. Find your application in the Access Catalog and select Request Access on the application tile.</p> <p>Note: The Access Catalog list is in alphabetical order. Scroll down until you find your application or enter the first few letters of your application in the Access Catalog text box to narrow down the selection criteria.</p> <p>The applications are listed by their acronym and not their full name. You must use the acronym of the application to search.</p>	
<p>7. Select the application role you want to request from the Select a Role drop-down.</p> <p>Select Next to continue.</p> <p>Note: The Next button will be visible after making a selection from the Select a Role dropdown list and providing the required information.</p>	

If you have questions or need assistance regarding RIDP/MFA, please contact your Application Help Desk.

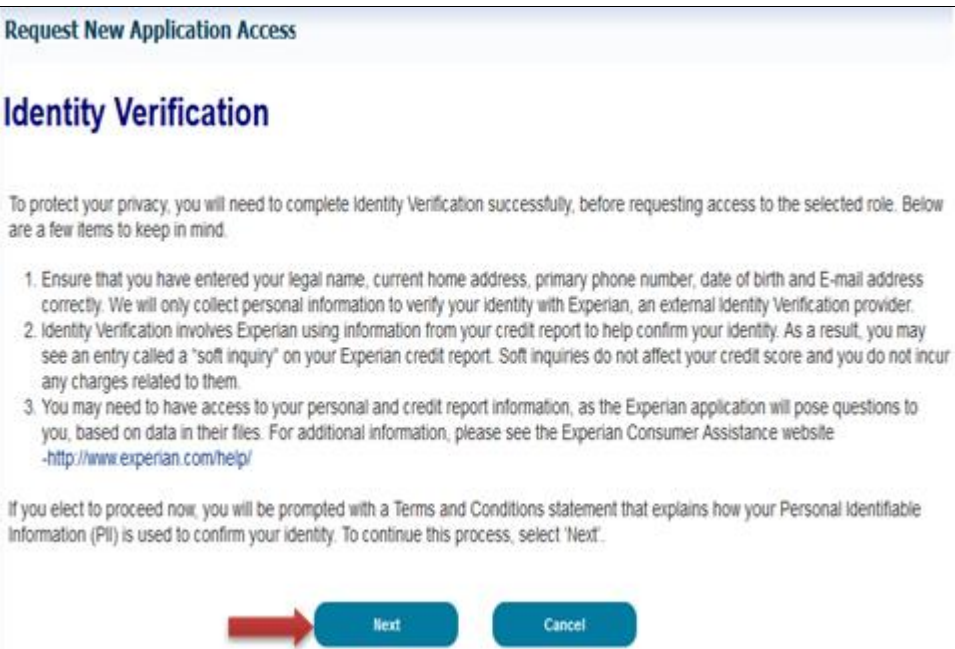
4. Remote Identity Proofing (RIDP)

Please follow each step listed below unless otherwise noted.

RIDP

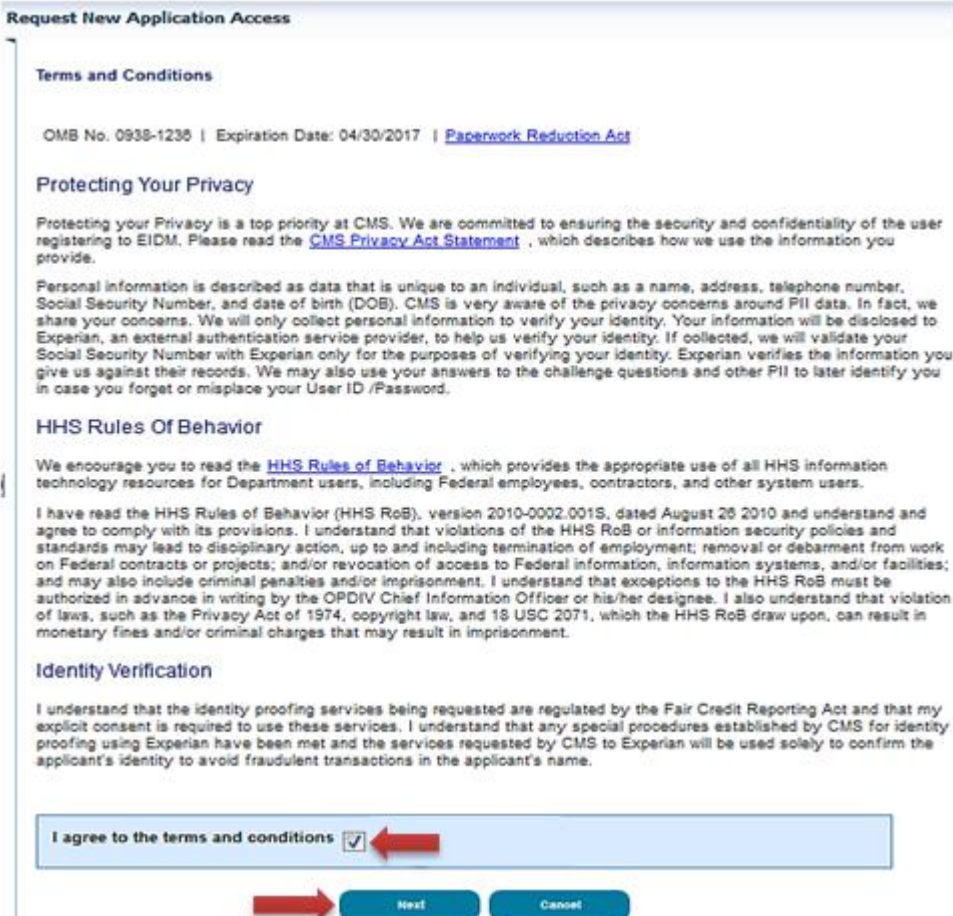
Depending on the role and the information you provide, the system may take you to the Identity Verification process. Please follow steps 8 to 12 to begin the RIDP process. This process is used to verify your identity by asking questions based on your personal and credit report information.

Note: *If you fail to complete the RIDP verification within x minutes, you will lose all the information you entered and will need to start the process again.*

Steps	Screenshots
8. Select Next to start the Identity Verification process.	

If you have questions or need assistance regarding RIDP/MFA, please contact your Application Help Desk.

CMS.gov Enterprise Portal Quick Reference Guide (QRG) for New Users Completing Remote Identity Proofing (RIDP) and Multi-Factor Authentication (MFA)

Steps	Screenshots
<p>9. Read the Terms and Conditions. Select the <i>I agree to the terms and conditions</i> checkbox and select Next.</p> <p>Note: <i>Next</i> will be enabled only after checking the <i>I agree to the terms and conditions</i> checkbox.</p>	

If you have questions or need assistance regarding RIDP/MFA, please contact your Application Help Desk.

CMS.gov Enterprise Portal Quick Reference Guide (QRG) for New Users Completing Remote Identity Proofing (RIDP) and Multi-Factor Authentication (MFA)

10. Confirm your E-mail Address and enter your Social Security Number. After verifying the pre-populated information, select **Next** to continue the identity verification process.

Note: You will be required to enter your Social Security Number if MFA is mandatory for your role.

The screenshot shows the 'New User Registration' page on the CMS.gov Enterprise Portal. The page has a header with the CMS.gov logo and navigation links. Below the header, there are tabs for 'Health Care Quality Improvement System' and 'Provider Resources'. The main content area is titled 'Your Information' and contains several form fields for user registration. The fields are: First Name (pre-filled with 'Mary'), Middle Name (empty), Last Name (pre-filled with 'Smith'), Suffix (dropdown menu), E-mail Address (pre-filled with 'mm1thx@gmail.com'), Confirm E-mail Address (empty), Social Security Number (empty), Date of Birth (MM/DD/YYYY format, pre-filled with '01/02/1988'), Home Address (pre-filled with '1223 main'), City (pre-filled with 'BALTIMORE'), State (pre-filled with 'Maryland'), Zip Code (pre-filled with '21210'), Zip Code Extension (empty), and Primary Phone Number (pre-filled with '410 433 4104'). At the bottom of the form, there are 'Cancel' and 'Next' buttons. A red arrow points to the 'Next' button.

CMS.gov Enterprise Portal
Centers for Medicare & Medicaid Services
Home | About CMS
Learn about your health

Health Care Quality Improvement System Provider Resources

CMS Portal > New User Registration
Screen reader mode Off Accessibility Settings

Your Information

Enter your legal first name and last name, as it may be required for Identity Verification.

First Name: Mary Middle Name:

Last Name: Smith Suffix:

Enter your E-mail address, as it will be used for account related communications.

E-mail Address: mm1thx@gmail.com

Re-enter your E-mail address.

Confirm E-mail Address:

Enter your full 9 digit social security number, as it may be required for Identity Verification.

Social Security Number:

Enter your date of birth in MM/DD/YYYY format, as it may be required for Identity Verification.

Date of Birth: 01/02/1988

U.S. Home Address Foreign address

Enter your current or most recent home address, as it may be required for Identity Verification.

Home Address Line 1: 1223 main

Home Address Line 2:

City: BALTIMORE State: Maryland Zip Code: 21210 Zip Code Extension: Country: USA

Enter your primary phone number, as it may be required for Identity Verification.

Primary Phone Number: 410 433 4104

Cancel Next

11. Provide an answer to each question under the **Verify Identity** section. Select **Next** to continue.

Note: *Verify Identity questions are provided from Experian based on the information provided in step 9.*

Cancel: *Select to terminate the request and return to the **View and Manage My Access** page*

Verify Identity

You may have opened a mortgage loan in or around August 2012. Please select the lender to whom you currently make your mortgage payments. If you do not have a mortgage, select 'NONE OF THE ABOVE/DOES NOT APPLY'.

- ☐ SUN WEST MTG
- ☐ NORWEST BANK
- ☐ INDEPENDENT MTG
- ☐ PARKWAY MTG
- ☐ NONE OF THE ABOVE/DOES NOT APPLY

Which of the following is a current or previous employer? If there is not a matched employer name, please select 'NONE OF THE ABOVE'.

- ☐ DRP CONS
- ☐ BGR CUSTOM PLASTIC
- ☐ SOUTH JERSEY GAS CO
- ☐ US MARINES
- ☐ NONE OF THE ABOVE/DOES NOT APPLY

According to our records, you previously lived on (TTH). Please choose the city from the following list where this street is located.

- ☐ VIRGINIA
- ☐ CHISHOLM
- ☐ WINONA
- ☐ GRAND RAPIDS
- ☐ NONE OF THE ABOVE/DOES NOT APPLY

Please select the number of bedrooms in your home from the following choices. If the number of bedrooms in your home is not one of the choices please select 'NONE OF THE ABOVE'.

- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5
- ☐ NONE OF THE ABOVE/DOES NOT APPLY

Please select the county for the address you provided.

- ☐ BERGSH
- ☐ CAMDEN
- ☐ ATLANTIC
- ☐ MORRIS
- ☐ NONE OF THE ABOVE/DOES NOT APPLY

Next **Cancel**

12. **Remote Identity Proofing** is now complete. Select **Next** to proceed.

Note: *If you do not pass RIDP, please contact Experian to verify the information they have on file is correct.*

Request New Application Access

Screen reader mode Off | Accessibility Settings

Complete Step Up

You have successfully completed the Remote Identity Proofing process.

Next

5. Multi-Factor Authentication (MFA)

MFA is not mandatory for all users. If your role is identity proofed to a level utilizing MFA, please follow each step listed below unless otherwise noted.

MFA

MFA is a security mechanism that is implemented to verify the legitimacy of a person or transaction.

MFA requires you to provide more than one form of verification in order to prove your identity. MFA registration is required only once when you are requesting a role, but will be verified every time you log into the CMS Enterprise Portal.

During the MFA registration process, the CMS.gov Enterprise Portal requires registration of a phone, computer, or email to add an additional level of security to a user's account.

You may select from the following options to complete the registration process:

- **Smart Phone:** Download Validation & Identity Protection (VIP) access software on your smart phone/tablet. You must enter the alphanumeric credential ID that is generated by the VIP access client. You will then enter the Security Code generated by the VIP client.
- **Computer:** Download VIP access software on your computer. You must enter the alphanumeric credential ID generated by the VIP access client. You will enter the Security Code generated by the VIP client.
- **E-mail:** Select the e-mail option to receive an e-mail containing a Security Code required at login. You must provide a valid, accessible e-mail address.
- **Short Message Service (SMS):** Use the SMS option to have your Security Code texted to your phone. You must enter a valid phone number. The phone must be capable of receiving text messages. Carrier charges may apply.
- **Interactive Voice Response (IVR):** Select the IVR option to receive a voice message containing your Security Code. You must provide a valid phone number and (optional) phone extension.

Please follow steps 13 to 16 to register for MFA.

Steps	Screenshots
13. Select Next to begin registration for the Multi-Factor Authentication process.	

If you have questions or need assistance regarding RIDP/MFA, please contact your Application Help Desk.

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14. Select an MFA device from the **MFA Device Type** drop-down and select **Next**.

Note: You can select the arrows on the left of each MFA Device Type for additional information.

Register Your Phone, Computer, or E-mail

Adding a Security Code to your login also known as Multi-Factor Authentication (MFA) can make your login more secure by providing an extra layer of protection to your user name and password.

You can associate the Security Code to your profile by registering your phone, computer or E-mail. Select the links below to find out more information about the options.

Phone/Tablet/PC/Laptop

To use the Validation and ID Protection (VIP) access software on your phone, you must download the VIP Access software to your phone, if you do not already have it. Select the following link -<https://m.vip.symantec.com/home.v>

To use VIP access software on your computer, you must download the VIP Access software, if you do not already have it. Select the following link -<https://idprotect.vip.symantec.com/desktop/download.v>

Text Message Short Message Service (SMS)

The SMS option will send your Security Code directly to your mobile device via text message. This option requires you to provide a ten (10) digits U.S. phone number for a mobile device that is capable of receiving text messages. Carrier service charges may apply for this option.

Interactive Voice Response (IVR)

The IVR option will communicate your Security Code through a voice message that will be sent directly to your phone. The option requires you to provide a valid ten (10) digits U.S. phone number and (Optional) extension that will be used during login to obtain the Security Code. The extension may begin with any one of the following: asterisks "*", period ".", comma ","; pound "#" followed by numeric 0 to 9. For example: 4855554444, 1112.

To access the application you must enter the provided Security Code on the login page. Carrier service charges may apply for this option.

E-mail

The E-mail address on your profile will be used when registering for Multi-Factor Authentication (MFA) using E-mail option. When logging into a secure application, your Security Code that is required at the login page will be e-mailed to the e-mail address on the profile.

Please note that you are only allowed two attempts to register your MFA device. If you are unable to register your device within two attempts please log out, then log back in to try again.

Select MFA Device Type

Phone/Tablet/PC/Laptop

Text Message-Short Message Service (SMS)

Interactive Voice Response (IVR)

E-mail

Cancel Next

Select the MFA Device Type that you want to use for logging into your application.

If you have questions or need assistance regarding RIDP/MFA, please contact your Application Help Desk.

14. (a) If selecting **Phone/Tablet/PC/Laptop** as the **MFA Device Type**, enter the alphanumeric code that displays under the field labeled **Credential ID** (on the VIP Access software) in the **Credential ID** field. Enter a brief description (example: *Laptop*) in the field labeled **MFA Device Description**. Then select **Next**.

MFA Option (a) Screenshots

Register Your Phone, Computer, or E-mail

Adding a Security Code to your login also known as Multi-Factor Authentication (MFA) can make your login more secure by providing an extra layer of protection to your user name and password.

You can associate the Security Code to your profile by registering your phone, computer or E-mail. Select the links below to find out more information about the options.

Phone/Tablet/PC/Laptop

To use the Validation and ID Protection (VIP) access software on your phone, you must download the VIP Access software to your phone, if you do not already have it. Select the following link -<https://m.vip.symantec.com/home.v>

To use VIP access software on your computer, you must download the VIP Access software, if you do not already have it. Select the following link -<https://idprotect.vip.symantec.com/desktop/download.v>

Text Message Short Message Service (SMS)

The SMS option will send your Security Code directly to your mobile device via text message. This option requires you to provide a ten (10) digits U.S. phone number for a mobile device that is capable of receiving text messages. Carrier service charges may apply for this option.

Interactive Voice Response (IVR)

The IVR option will communicate your Security Code through a voice message that will be sent directly to your phone. The option requires you to provide a valid ten (10) digits U.S. phone number and (Optional) extension that will be used during login to obtain the Security Code. The extension may begin with any one of the following: asterisks "*", period ".", comma ",", pound "#" followed by numeric 0 to 9. For example: 485554444, 1112.

To access the application you must enter the provided Security Code on the login page. Carrier service charges may apply for this option.

E-mail

The E-mail address on your profile will be used when registering for Multi-Factor Authentication (MFA) using E-mail option. When logging into a secure application, your Security Code that is required at the login page will be e-mailed to the e-mail address on the profile.

Please note that you are only allowed two attempts to register your MFA device. If you are unable to register your device within two attempts please log out, then log back in to try again.

Select the MFA Device Type that you want to use to login to secure applications from the dropdown menu below.

MFA Device Type: Phone/Tablet/PC/Laptop

Enter the alphanumeric code that displays under the label Credential ID on your device.

Credential ID: VSHM63534857

MFA Device Description: PC Option

Cancel

Next



If you have questions or need assistance regarding RIDP/MFA, please contact your Application Help Desk.

OR

14. (b) If selecting **Text Message – Short Message Service (SMS)** as the **MFA Device Type**, enter the **Phone Number** that will be used to obtain the Security Code. Enter a brief description (example: *Text*) in the field labeled **MFA Device Description** and select **Next**.

OR

MFA Option (b) Screenshot

Register Your Phone, Computer, or E-mail

Adding a Security Code to your login also known as Multi-Factor Authentication (MFA) can make your login more secure by providing an extra layer of protection to your user name and password.

You can associate the Security Code to your profile by registering your phone, computer or E-mail. Select the links below to find out more information about the options.

▼ **Phone/Tablet/PC/Laptop**
To use the Validation and ID Protection (VIP) access software on your phone, you must download the VIP Access software to your phone, if you do not already have it. Select the following link -<https://m.vip.symantec.com/home.v>
To use VIP access software on your computer, you must download the VIP Access software, if you do not already have it. Select the following link -<https://idprotect.vip.symantec.com/desktop/download.v>

▼ **Text Message Short Message Service (SMS)**
The SMS option will send your Security Code directly to your mobile device via text message. This option requires you to provide a ten (10) digits U.S. phone number for a mobile device that is capable of receiving text messages. Carrier service charges may apply for this option.

▼ **Interactive Voice Response (IVR)**
The IVR option will communicate your Security Code through a voice message that will be sent directly to your phone. The option requires you to provide a valid ten (10) digits U.S. phone number and (Optional) extension that will be used during login to obtain the Security Code. The extension may begin with any one of the following: asterisks* ; period . ; comma , ; pound # followed by numeric 0 to 9. For example: 4895554444, 1112.
To access the application you must enter the provided Security Code on the login page. Carrier service charges may apply for this option.

▼ **E-mail**
The E-mail address on your profile will be used when registering for Multi-Factor Authentication (MFA) using E-mail option. When logging into a secure application, your Security Code that is required at the login page will be e-mailed to the e-mail address on the profile.

Please note that you are only allowed two attempts to register your MFA device. If you are unable to register your device within two attempts please log out, then log back in to try again.

Select the MFA Device Type that you want to use to login to secure applications from the dropdown menu below.

- MFA Device Type: Text Message-Short Message Service (SMS) ▼

Enter the phone number that will be used to obtain the Security Code.

- Phone Number: 111 222 3333

- MFA Device Description: Text

Cancel Next

If you have questions or need assistance regarding RIDP/MFA, please contact your Application Help Desk.

OR

14. (c) If selecting **Voice Message – Interactive Voice Response (IVR)** as the **MFA Device Type**, enter the **Phone Number** and corresponding **Extension** that will be used to obtain the Security Code as **Phone Number** and **Extension**. Enter a brief description (example: **IVR**) in the field labeled **MFA Device Description** and select **Next**.

Note: **Extension** is optional. You may choose to provide a 10 digit phone number or phone number with an extension.

OR

MFA Option (c) Screenshot

Register Your Phone, Computer, or E-mail

Adding a Security Code to your login also known as Multi-Factor Authentication (MFA) can make your login more secure by providing an extra layer of protection to your user name and password.

You can associate the Security Code to your profile by registering your phone, computer or E-mail. Select the links below to find out more information about the options.

▼ Phone/Tablet/PC/Laptop
To use the Validation and ID Protection (VIP) access software on your phone, you must download the VIP Access software to your phone, if you do not already have it. Select the following link -<https://m.vip.symantec.com/home.v>

To use VIP access software on your computer, you must download the VIP Access software, if you do not already have it. Select the following link -<https://idprotect.vip.symantec.com/desktop/download.v>

▼ Text Message Short Message Service (SMS)
The SMS option will send your Security Code directly to your mobile device via text message. This option requires you to provide a ten (10) digits U.S. phone number for a mobile device that is capable of receiving text messages. Carrier service charges may apply for this option.

▼ Interactive Voice Response (IVR)
The IVR option will communicate your Security Code through a voice message that will be sent directly to your phone. The option requires you to provide a valid ten (10) digits U.S. phone number and (Optional) extension that will be used during login to obtain the Security Code. The extension may begin with any one of the following: asterisks "*", period ".", comma ",", pound "W" followed by numeric 0 to 9. For example: 4865554444, 1112.
To access the application you must enter the provided Security Code on the login page. Carrier service charges may apply for this option.

▼ E-mail
The E-mail address on your profile will be used when registering for Multi-Factor Authentication (MFA) using E-mail option. When logging into a secure application, your Security Code that is required at the login page will be e-mailed to the e-mail address on the profile.

Please note that you are only allowed two attempts to register your MFA device. If you are unable to register your device within two attempts please log out, then log back in to try again.

Select the MFA Device Type that you want to use to login to secure applications from the dropdown menu below.

- MFA Device Type: Interactive Voice Response (IVR) ▼

Enter the phone number that will be used to obtain the Security Code.

- Phone Number: 807 345 2423 Extension: 242

- MFA Device Description: IVR

Cancel Next

If you have questions or need assistance regarding RIDP/MFA, please contact your Application Help Desk.

OR

14. (d) If selecting **E-mail** as the **MFA Device Type**, the E-mail address on your profile will be automatically used to obtain the Security Code. Enter a brief description (example: *E-mail*) in the field labeled **MFA Device Description** and select **Next**.

Note: The E-mail address cannot be changed at the time of MFA device registration. It can only be changed using the 'Change E-Mail Address' option from the 'Change My Profile' menu.

OR

MFA Option (d) Screenshot


Register Your Phone, Computer, or E-mail


Adding a Security Code to your login also known as Multi-Factor Authentication (MFA) can make your login more secure by providing an extra layer of protection to your user name and password.


You can associate the Security Code to your profile by registering your phone, computer or E-mail. Select the links below to find out more information about the options.


- Phone/Tablet/PC/Laptop**
To use the Validation and ID Protection (VIP) access software on your phone, you must download the VIP Access software to your phone, if you do not already have it. Select the following link -<https://m.vip.symantec.com/home.v>
To use VIP access software on your computer, you must download the VIP Access software, if you do not already have it. Select the following link -<https://idprotect.vip.symantec.com/desktop/download.v>
- Text Message Short Message Service (SMS)**
The SMS option will send your Security Code directly to your mobile device via text message. This option requires you to provide a ten (10) digits U.S. phone number for a mobile device that is capable of receiving text messages. Carrier service charges may apply for this option.
- Interactive Voice Response (IVR)**
The IVR option will communicate your Security Code through a voice message that will be sent directly to your phone. The option requires you to provide a valid ten (10) digits U.S. phone number and (Optional) extension that will be used during login to obtain the Security Code. The extension may begin with any one of the following: asterisks*, period '.', comma ','; pound # followed by numeric 0 to 9. For example: 4885554444, 1112.
To access the application you must enter the provided Security Code on the login page. Carrier service charges may apply for this option.
- E-mail**
The E-mail address on your profile will be used when registering for Multi-Factor Authentication (MFA) using E-mail option. When logging into a secure application, your Security Code that is required at the login page will be e-mailed to the e-mail address on the profile.
Please note that you are only allowed two attempts to register your MFA device. If you are unable to register your device within two attempts please log out, then log back in to try again.

Select the MFA Device Type that you want to use to login to secure applications from the dropdown menu below.

MFA Device Type: 

E-mail Address: 
The E-mail address on your profile will automatically be used for the E-mail option. Your e-mail address cannot be changed at the time of MFA registration. To change your E-mail please select 'Change E-Mail Address' from the 'Change My Profile' menu.

MFA Device Description: 



15. Your registration for **Multi-Factor Authentication** is now complete. Select **Next** to proceed with your role request in order to access your application.

Note: You will receive an E-mail notification for successfully registering the MFA Device Type.

Portal Help & FAQs

CMS.gov Enterprise Portal


My Portal

CMS Portal > EIDM user menu page > My Access

My Access **Request New Application Access**

View and Manage My Access **Register Your Phone, Computer, or E-mail**

Request New Application Access You have successfully registered your Phone/Computer/E-mail to your user profile. Please select 'Next' to continue with your role request.

Requests **Next** 

My Pending Requests

If you have questions or need assistance regarding RIDP/MFA, please contact your Application Help Desk.

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16. If your role requires approval, a message will display with a tracking number for your request. An email will be sent once your request has been approved or rejected. Select **OK** to continue.



If you have questions or need assistance regarding RIDP/MFA, please contact your Application Help Desk.